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- (1) Telephone Support: Between the hours of 9:00 a.m. and 5:00 p.m. EST, Monday through Friday excluding Licensor's holidays.
- (2) Correction of Software Errors/Bugs: The Licensee shall submit error/bug reports to the Licensor that contain a detailed description of the nature of the error, the conditions under which it occurs and other relevant data sufficient to enable the Licensor to reproduce a reported error/bug in order to verify its existence and diagnose its cause. Upon completion of error/bug diagnosis, the Licensor shall exert reasonable efforts to provide the Licensee with an avoidance procedure, bypass, work-around, patch or hot-fix to correct or eliminate the reported error/bug condition.
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